



**FRANKLIN COUNTY MUNICIPAL COURT**  
**375 South High St.**  
**Columbus, Ohio 43215-4520**  
**(614) 645-8214**

**EMPLOYMENT OPPORTUNITY**

|                         |   |
|-------------------------|---|
| <b>JOB TITLE:</b>       | Administrative Support Officer I  |
| <b>DEPARTMENT:</b>      | Pretrial and Probation Services   |
| <b>REPORTS TO:</b>      | Probation Office Manager  |
| <b>FLSA:</b>            | Non-Exempt  |
| <b>PAY GRADE:</b>       | 3   |
| <b>STARTING SALARY:</b> | \$15.38/hour (\$31,990.40/year)   |
| <b>HOURS:</b>           | Monday through Friday, 8 a.m. to 5 p.m. or as assigned<br>(evening or weekend hours may occasionally be required) |
| <b>POSTED:</b>          | November 2, 2021  |
| <b>DEADLINE:</b>        | November 16, 2021   |

**JOB PURPOSE AND OVERVIEW**

The Franklin County Municipal Court is the largest and busiest municipal court in the State of Ohio. The Court has 14 judges in the General Division and one judge in the Environmental Division. Judges preside over civil, criminal, and traffic cases and conduct both jury and court trials. The Court's jurisdiction includes traffic cases, misdemeanor criminal cases and civil cases where the amount at issue is \$15,000 or less. The geographic jurisdiction of the Court is all of Franklin County and those portions of the City of Columbus that extend beyond the boundaries of Franklin County. The Franklin County Municipal Court is the judicial branch of the City of Columbus government despite its jurisdiction and name.

Administrative support officers provide quality customer service to the public and efficient administrative service to the court. An administrative support officer role is essential in daily operations of the department, and for bridging the gap between the public and the courts employees being the first point of contact to Pretrial and Probation Services which is the largest department in the Franklin County Municipal Court.

Strong organizational skills, the ability to multitask, reliability, relationship management and the ability to work well under pressure are the main keys for success.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES OF THE POSITION**

**Customer Service and Reception:**

- Greet and interact with the public including Judges, attorneys, clients and community partners in pleasant and professional manner
- Manage a large volume of inbound and outbound calls
- Identify customer needs, research issues and provide solutions
- Responsible for handling sensitive and confidential information

**Clerical:**

- Check in appointments and determine course of action required to assist the client
- Answer and direct phone calls and questions from visitors
- Maintain electronic and manual filing systems as well as administrative logs
- Responsible for running reports and entering data in various Court Management Systems.
- Receive, sort and distribute the mail
- Maintain an accurate inventory and order necessary office supplies

**Intake/Registration:**

- Conduct in-person and over-the-phone interviews and gather accurate information
- Create and organize case information for probation officers
- Assign cases according to assignment protocols
- Schedule case-related appointments and assessments for probation officers as needed
- Run and interpret confidential criminal history records and reports
- Complete defendant risk and needs screening tools
- Gather and interpret pertinent case-related information

**QUALIFICATIONS AND REQUIREMENTS**

- Associate's degree required
- Previous leadership experience preferred
- Expert knowledge of MS Office suite and other office management systems.
- Ability to adapt, remain flexible, and open to change
- Demonstrated dependability and reliability
- Excellent time management and ability to multi-task and prioritize work to perform effectively in high volume, fast-paced environment
- Strong organizational and communication skills
- Ability to work collaboratively and proactively identify needs within the team without prompting
- Proficiency in the operation of office equipment such as a personal computer, digital duplicator, keyboard, transcription equipment, multiline phones, scanner, copier and fax machine

**PHYSICAL REQUIREMENTS**

- Position requires frequent sitting with intermittent periods of standing and/or walking
- Must be able to occasionally lift up to 20 pounds

**COURT EXPECTATIONS OF EMPLOYEE**

The Court expects the employee will adhere to all court policies, guidelines, practices and procedures; act as a role model both inside and outside the Court; perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues in completing the duties and responsibilities of the position.

**BENEFITS**

The Franklin County Municipal Court offers an excellent benefits package that includes: health, prescription, vision, dental, and life insurance; short-term disability; generous vacation, sick and personal leave; 11 paid holidays; longevity service payments; sick leave reciprocity; an Employee Assistance Program; a deferred compensation program; tuition reimbursement; credit union

membership; and direct deposit of net pay.

Court employees are members of the Ohio Public Employees Retirement System, which provides retirement, disability, and survivor benefits for public employees. All full-time employees contribute to OPERS by paying the required employee share, which is 10 percent of their salary. The Court pays the required employer's share of 14 percent of an employee's salary. Since Court employees are members of OPERS, they also do not have any Social Security taxes withheld from their pay.

### **APPLICATION PROCESS**

Applicants must submit the Court's employment application form, a resume and a cover letter addressed to Human Resources Director Lynn Bruno that describes with some specificity how an applicant's qualifications match those required for the position.

The Franklin County Municipal Court Judges application can be found at <https://municipalcourt.franklincountyohio.gov/About/Employment/Employment-Opportunities>. Applications should be completed and submitted online. Application materials should be submitted to [CourtHR@fcmcclerk.com](mailto:CourtHR@fcmcclerk.com).

Receipt of applications will be acknowledged by e-mail, and only those applicants invited for an interview will be contacted by telephone. Applicants should not call or contact the Human Resources Director any Court employee concerning their application.

### **AT-WILL EMPLOYMENT**

Employees of the Court are at-will employees and serve at the pleasure of the Court; they are not in the classified civil service system and are not members of bargaining units.

### **EQUAL-OPPORTUNITY EMPLOYER**

The Court is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation, disability, military status or genetic information.